Southern Ontario Library Service

SIGNAL online

Archives

July 31, 2007

Published by the Southern Ontario Library Service

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1. SOLS SERVICES – HOLIDAY WEEKEND SERVICE

The SOLS delivery routes will not operate on the Civic Holiday Monday - Monday, August 6, 2007, nor will they operate on Labour Day – Monday, September 3, 2007. The SOLS office will also be closed on both of those days.

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2. NEW DELIVERY SERVICE ROUTES

– Started Monday, July 30, 2007

As of Monday, July 30, 2007, SOLS delivery routes A, B, C, F, G, H, I, K, L and M will be changed. Delivery stops to some libraries have been increased and some days of delivery have been rearranged or revised. Delivery to the libraries on routes D, E and J will not experience any changes. Six libraries have increased their ILLO stats enough to

qualify for SOLS delivery service. They are Athens, Greater Madawaska, Lanark, Laurentian Hills, Tweed and Westport.

The **new routes** have been posted on the SOLS website. The list of libraries has also been updated to reflect these changes.

One year grace period for reduction in van delivery days - The decision was made to maintain the existing number of days of delivery for libraries experiencing declining 2006 ILLO stats. A letter will be sent to the libraries involved, informing them of this. If they remain at the current level their van delivery service will be reduced by one day in the fall of 2008. The **Benchmark Table** can be found on our website. Please note that this letter will be sent out in late September 2007.

A **summary** of the changes can be found on our website. If you have any questions, please contact Mary Jo Lynett by email at mlynett@sols.org or telephone 1-800-387-5765 (416-961-1669) ext. 5127.

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3. INFORMATION NETWORK FOR ONTARIO – 2006 STATISTICS

The purpose of Interlibrary Loan is to provide access to resources which are not available in one's own library. Through INFO (Information Network for Ontario), libraries search the collections of other libraries, locate needed resources and ask to borrow them. The INFO software moves requests from library to library, based on which libraries hold the requested items and starting with the nearest location, until a library fills the request and sends the material. While a search begins with the closest public libraries, it can be extended to university libraries, libraries outside of Ontario, and even outside of Canada.

Libraries participate in interlibrary loan at their discretion. While they are encouraged to lend as many items as they borrow to keep the system in balance, with over 10 million items available and 143 public libraries in southern Ontario participating, no library needs to be a big net lender.

SOLS tracks net lending activity within southern Ontario and by size categories. In 2006, libraries serving a population greater than 100,000 were slight net lenders, lending 1.5 books for every one they borrowed. Libraries serving populations less than 15,000 were slight net borrowers, lending 0.7 books for every one they borrowed. All other size categories were close to 1.0, meaning they borrowed and lent about the same number. In the Resource Sharing section of the SOLS website, there is a link to a document called "**2006 Interlibrary Loan Statistics**" which provides data by individual library, as well as summaries for each of the size categories.

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4. CONSORTIA PURCHASING - NEW CPA WITH BRODART CANADA

SOLS is pleased to announce a new consortia purchasing agreement with Brodart Canada for library supplies and furniture. All public libraries in Ontario will be eligible to receive a 15% discount on Brodart library supplies. This offer also includes special contract pricing on furniture bids. Quantity bids may be subject to a larger discount on availability, and furniture orders may qualify for further discounts. Unfortunately, this 15% discount does not apply to any security products, including 3M and Checkpoint.

To take advantage of this offer, libraries **MUST include the agreement number, SOLS07, on all orders**.

The agreement is in effect from now through September 1, 2008.

For more details on pricing, discounts, remote and offsite consultation service, and ordering information, please visit the **CPA section** of the SOLS website at and follow the link to the **Brodart offer**.

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5. GRANT RESEARCH - Great News for Libraries!

Imagine Canada's signature product, the "Canadian Directory to Foundations and Corporations", has long been the resource of choice for grant research. Imagine Canada is now discontinuing the print version of the Directory, making it available only online.

To ensure that the Directory continues to be accessible to all Canadians through our libraries, Imagine Canada is pleased to announce that it is launching a Library Licensing program for the online Canadian Directory to Foundations and Corporations. Here is your chance to make this invaluable resource available on all the computer terminals in your library system!

For public libraries and college/university libraries, the fee for a one-year subscription varies depending on the size of the library's service population.

A Library license allows you to provide access to the online Directory on all the computer terminals within your library system for inhouse usage, as determined by IP address(es).

If you are interested in this resource, please contact Crystal Melin at Imagine Canada for fee information and an order form. She can be reached by email or by telephone at 1-800-263-1178, ext. 299.

For more resources concerning researching foundations and grant writing, go to the SOLS Clearinghouse.

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6. FUNDING FROM THE ONTARIO TRILLIUM FOUNDATION

- Next deadline is November 1, 2007

The Ontario Trillium Foundation continues to offer grants to libraries in small communities and First Nation communities. Under the OTF community program, applications for grants for **municipal libraries** serving small communities (populations of 20,000 or less) must be submitted through the municipality. Applications for grants for **county libraries** serving small municipalities (populations of 20,000 or less) must be submitted through the County Library Board. Applications for grants for **First Nation libraries** must be submitted through the First Nation's Band Council.

A copy of the application process is posted on the Foundation's website. If you are applying for a **small capital grant**, up to a maximum of $15,000, there is a new simplified application form. Capital funding is used for repairs, renovations or improvements to land or buildings and to purchase equipment to support program activities or even to boost specific library collections. Capital funding also supports accessibility renovations, the purchase of office equipment and musical instruments, and the installation of fuel-efficient furnaces. The next deadline is November 1, 2007 – at 5:00 pm on the deadline date. Rob Lavery, from the SOLS staff, is available to assist in preparing the application or to review an application, and you can contact Rob at 1-800-387-5765, extension 5137 or rlavery@sols.org.

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7. CEO SALARY SURVEY

– Scheduled for Fall 2007

This fall, SOLS is planning to undertake another CEO salary survey, similar to the survey done in 2003. At that time, data was collected from libraries, but aggregated to maintain confidentiality. Library CEOs, boards, municipal HR staff, and independent HR consultants, found the results of the survey to be useful in determining the competitiveness of Library CEO compensation. A copy of the 2003 CEO salary survey is posted on the SOLS website.

Of course, four years later, the data is out of date, hence the need to undertake a new survey. Now that we have the base data from 2003, in addition to making 2007 data available, we can also identify trends over the four years, such as the relationship between salary increases and the rate of inflation. Before we begin the survey, we would like to know if there are pieces of information not contained in the 2003 survey that you would find useful. For further information, or to submit an idea, please contact Daryl Novak by telephone at 1-800-387-5765 (416-961-1669) ext. 5135 or by e-mail at dnovak@sols.org . The deadline for the submission of ideas is Friday, September 28, 2007.

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8. FALL 2007 TRAINING HIGHLIGHTS

– Registration opens on Wednesday, August 1, 2007

This fall, SOLS will be offering some exceptional training opportunities for library staff. For children's service and programming staff, we are bringing the humorous Rob Reid from Wisconsin to southern Ontario. Rob Reid is well known for his books and workshops on programming that makes reading come alive. This full day session will be offered on Friday, October 19 at the Waterloo Inn and again on Friday, November 2 at the Whitby Public Library.

SOLS will also be hosting a marketing summit on Tuesday, October 30 at Four Corners Branch of the Brampton Public Library, featuring Bernie Colterman, Director of the Centre of Excellence for Public Sector Marketing. He will present a full day workshop for CEOs, marketing managers and staff on the unique challenges of marketing public library services. This session will include a discussion of marketing principles and their application in the public library sector, including positioning, segmentation, priority setting, integrated marketing communications, and performance measurement and evaluation.

Other workshops being planned include Pay Equity Maintenance, Essential Reference Skills and E-resources. From

Corporate Sponsorships to Community Partnerships. Working with small businesses and corporations to benefit your library, Puppetry @ your Library, as well as Reading Trends with Sharron Smith and the Dewey Divas and Dudes. For French libraries, Communication-Jeunesse will present a two day workshop – Lire, un plaisir à partager – in late November.

Continuing from our spring Webinars on e-resources, this fall, we will be offering additional training on Thomson Gale, EBSCO, and NetLibrary products to help libraries make the most of electronic resources. There are two sets of Thomson Gale webinars this fall. The first is called "Last chance for the basic training" on the Thomson-Gale products available to all public libraries through the Knowledge Ontario license, and sessions will be held on Wednesday, September 12th and Tuesday, September 18th. The second Thomson Gale webinar will cover tricks and tips for optimizing the use of Thomson-Gale databases, and sessions will be held on Thursday, September 27th and Tuesday, October 9th. The EBSCO webinar will cover the Canadian Reference Centre product which is available to all public libraries through the Knowledge Ontario license, and sessions will be held on Friday, September 14th, Thursday, September 20th and Tuesday, October 16th.

In the NetLibrary webinar, staff will be introduced to the audiobook products which are now available through the same NetLibrary system as the ebook collection of which many of you are now familiar. While one of the webinars has already taken place, additional webinars on the eAudiobooks will be held on Tuesday, August 28th, Thursday, September 6th and Wednesday, September 19th.

Print copies of the **SOLS training brochure** were delivered to libraries in July, and a copy of the publicity document on the SOLS website has also been posted in pdf format. Information for each of the workshops, as well as the online registration forms, will be available in the **training section** of the SOLS website on Wednesday, August 1, 2007 when the registration actually opens.

Just a reminder about payment for workshops: please wait to be invoiced by SOLS. We do this twice a year, in June for the spring workshops, and December for the fall workshops. Libraries may choose to pay by cheque, Visa, Mastercard or American Express. By invoicing the libraries, administrative work is reduced significantly for both SOLS and its client libraries.

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9. EXCEL

– Registration deadline – Tuesday, September 4, 2007

Registration for the Fall 2007 semester for EXCEL will begin on Monday, July 2, 2007. The online registration form is posted in EXCEL section of the SOLS website. The registration deadline, with no exceptions, will be **Tuesday, September 4, 2007**. The semester will actually begin during the week of **September 24, 2007**.

New. The Fall 2007 semester marks the first offering of a new EXCEL course, called ***Readers' Advisory Service***, the first new course to be offered in some time. Readers' advisory is the process of matching readers with books and books to readers. It is answering questions that have more to do with the patron's leisure reading than their informational needs. Readers' advisory deals with both fiction and non-fiction titles and a specific request may require both kinds of materials to meet a need. This course covers the techniques of working in the area of readers' advisory, but also provides suggestions for the range of options available in this type of service. Those who have recently taken EXCEL **#4** ***Information services*** will find some duplication, as some of the materials have been moved out of EXCEL #4 and into this new course, but be assured that the topic has been greatly expanded from the single section on readers' advisory work that was found in EXCEL **#4**. For this semester, the course will only be available in English.

Other courses to be offered in the Fall 2007 semester are as follows. Please note that EXCEL #10 ***Acquisitions and Serials*** will no longer be offered.
#1 - Introduction to Public Libraries
#2 - Basic Library Management
#3 - Supervision
#4 - Information Services
#6 - Basic Collection Development
#13 - Circulation
#14 - Non-book materials **(revised)**
#16 - Professional Development **(web-based)**
#19 - Readers' Advisory Service **(new)**

The following courses will be offered in **French**:
#1 - Introduction aux bibliothèques publiques
#5 - Le marketing de la bibliothèque - **révisé**
#8 - Développement des collections pour jeunes adultes
#17 - Ressources électroniques d'information (2006) **(en ligne)**

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10. FALL MEETINGS AND GATHERINGS

a. Southern First Nation Librarians Fall Gathering

First Nation library staff are marking their calendars for Thursday, September 27 and Friday, September 28 for their annual Fall Gathering. The purpose of the gathering is twofold. The first is information sharing with the ministry, SOLS, and colleagues working in other First Nation libraries. The second is training. For this gathering, there will be a Collection Development refresher, which will be led by SOLS staff person, Helene Golden. Another session, on enhanced computer skills, with the intent of developing marketing and promotional materials is also in the planning stages. The gathering will be generously hosted by Beausoleil First Nation on Christian Island. The gathering will coincide with the official re-opening of the Beausoleil library after renovations. For further information on the Southern First Nation Librarians Fall Gathering, please contact Daryl Novak by telephone at 1-800-387-5765 (416-961-1669) ext. 5135 or by e-mail at dnovak@sols.org

b. Kempenfelt Conference

From September 9th to September 13th, selected staff from libraries that are members of ARUPLO - (Administrators of Rural-Urban Libraries of Ontario) will be participating in the 2007 edition of the **Kempenfelt** training session. This year's theme "The New Rural @ your library" reflects several concepts; recent changes within a community, the new brand of seniors, and how this changing climate affects the services provided by the library. ARUPLO continues to support and supplement this training because they believe in the advantages of a residential training course for staff. The course outline, expectations, reading list and a Printable copy of programme in Word are posted on the SOLS website.

c. Library Committee meetings

Library Committee meetings are held three times a year in eight areas. The meeting is a half day and, twice a year, is combined with a half day Clinic training event. CEOs and senior staff of libraries have an opportunity to meet and discuss common issues, and receive updates and news from SOLS staff.

This fall, the meetings will be held as follows:

Saugeen - Monday, October 1, 2007 Meeting 10am; Clinic 1pm at the Grand Valley Public Library
Tri-County (Hastings, Prince Edward, Northumberland and Addington)– Monday, October 1, 2007 Meeting 10am; Clinic 1pm - Location – to be determined
Lanark - Tuesday, October 2, 2007 Clinic 10am; Meeting 1pm at the Carleton Place Public Library
Leeds and Grenville - Wednesday, October 3, 2007 Clinic 10am; Meeting 1pm at the Lyndhurst Branch of the Leeds and 1000 Islands Public Library
Simcoe/Muskoka District - Thursday, October 4, 2007 Meeting 10am; Clinic 1pm at the Thornton branch of the Essa Public Library
Renfrew County - Thursday, October 4, 2007 Clinic 10am; Meeting 1pm at the Petawawa Public Library
Peterborough - Monday, October 15, 2007 - Meeting 10 am, Clinic 1pm at the Lakefield Branch of the Smith Ennismore Lakefield Public Library
Prescott-Russell (Comité des services en français - CSF) - lundi, 19 octobre, 2007 at the Bibliothèque publique de canton de Champlain

d. Trustee Council meetings

Trustee Councils meet twice a year and all public library boards may send a representative. While all appointed trustee council representatives will receive a print mailing of the agenda, the dates of the upcoming meetings, in chronological order, are as follows. Further information is posted under "Networking Opportunities".

Trustee Council 1 – Saturday, November 3, 2007 from 10am to 1pm– Brant County Public Library - Burford Branch
Trustee Council 2 (Escarpment) – Saturday, November 10, 2007 time to be confirmed- Niagara Falls Public Library - MacBain Community Centre Branch
Trustee Council 3 - Monday, November 5, 2007 from 6pm to 9pm- Hanover Public Library
Trustee Council 4 - Saturday, November 3, 2007 from 10am to 1pm- Barrie Public Library
Trustee Council 5 - Saturday, November 3, 2007 from 9:30am to 12:30pm– Markham Public Library - Markham Village Branch
Trustee Council 6 – Saturday, November 3, 2007 from 10am to 1pm- Kingston-Frontenac Public Library - Isabel Turner Branch
Trustee Council 7 – Saturday, November 3, 2007 from 10am to 1pm - Bonnechere Union Public Library (Eganville)
Trustee Council 8 – Saturday, November 3, 2007 from 11am to 2pm - Perth & District Union Public Library

11. TD SUMMER READING PROGRAM 2007

SOLS has supported the TD Summer Reading Program since 2000 when it was first expanded beyond Toronto. Each year, we organize the ordering process for libraries in southern Ontario, deliver all of the materials to SOLS' libraries, post information about booklists, clip art and other program ideas on our website, as well as organize a number of orientation sessions.

The staff at Library and Archives Canada are building the website for the 2007 TD Summer Reading program, which you can find at http://www.td-club-td.ca/ . After selecting the language in which you wish to work, there is a page with introductory information. LAC staff have now posted an electronic copy of the staff manual, as well as the artwork which will be used on the posters, invitations and booklets. The kid's activities sections are now live, and kids will find interesting lists and interactive puzzles in that section.

12. ONTARIO PUBLIC LIBRARY DIRECTORY

– new print version now available

The staff at Ontario Library Service-North have published a new edition of the Ontario Public Library Directory. This publication has been distributed to public libraries across Ontario.

As each print version can only capture a moment in time and information is constantly changing, you might also want to check the online version of the directory. The online version is available and searchable at www.olsn.ca . After selecting your language preference, you should follow the link in the left navigation bar to "Search the Ontario Public Library Directory (OPLD)" . Updates for this directory can be sent to technology@olsn.ca .

For the time being, SOLS will continue to maintain an "Index of Public Libraries" on the SOLS website, and you will find a link on the main SOLS page. Please send updates to directory@sols.org

13. ACCESSIBILITY LEGISLATION UPDATE

A number of libraries have enquired about the status of the new accessibility legislation, and, in particular, about the accompanying standards which are in development. The Ministry of Community and Social Services is responsible for the *Accessibility for Ontarians with Disabilities Act, 2005*, with most of the information is posted. The full Annual Report for 2006 is posted on its website.

With respect to the **Customer Service** standard, a proposed Customer Service standard has been developed as a result of seven months of concentrated effort on the part of the Customer Service Standards Development Committee. The Committee is made up of 27 members and includes people with disabilities, and representatives from the public and private sector organizations and Ontario Ministries. The committee was given a challenging job of defining customer service and refining the scope of the proposed standard. The committee had to consider how the standard would relate to other standards that will be developed, such as built environment, employment, information and communications, and transportation. They also had to take into account the realities of organizations of vastly different sizes and types in order to develop a proposed standard that would be relevant and feasible.

On October 23, 2006, the proposed customer service standard was posted for a 60-day public review process and, in April 2007, the committee submitted the proposed standard to the Minister of Community and Social Services. The standard is not yet law. At that point, the minister has 90 days to review the proposed standard and recommend whether the whole standard should be made into law, parts of the standard should be made into law, or whether the standard should be changed. When the government enacts the standard as a regulation, the standard becomes law.

The draft proposed standard addresses key barriers such as:

Attitude – Some service providers may be reluctant to train staff on how to appropriately serve customers with disabilities, believing that it will cost too much time and money.

Awareness – Some service providers may not know how to best serve customers with disabilities. They may be uncomfortable because of lack of knowledge or experience.

Policies and Practices – Customer service policies and practices are generally aimed at the larger population and may not consider the needs of customers with disabilities.

The Ministry of Community and Social Services has posted the answers to a series of "Frequently asked questions

about the accessible customer service standard regulation" on its website.

a. **What will the government's accessible customer service standard require organizations to do?**

All organizations with at least one employee that provide customer services in Ontario may have to:

- Demonstrate a commitment to removing barriers for persons with disabilities in customer service;
- Train employees and volunteers on how to provide accessible customer service;
- Have an accessible customer feedback mechanism;
- Provide information about planned accessible service disruptions;
- Make information available about the accessibility features of customer service practices;
- Permit the use of accessibility supports (accessibility support persons, assistive devices, service animals);
- Indicate how accessibility support persons are to be treated with regard to fares and admission fees; and
- Communicate with customers with disabilities through accessible channels.

b. **Who is covered by the accessible customer service standard?**

All organizations that provide goods or services to the public and have at least one employee will be covered by the standard. This includes non-profit organizations, as well as the provincial government and municipal governments, universities, colleges, hospitals, school boards and public transit organizations.

c. **Is the government's accessible customer service standard the same as the one proposed by the Customer Service Standards Development Committee?**

The government has taken the standard that was proposed by the committee and made a few small changes.

- The Committee's proposed standard included all organizations providing customer services, including those with no employees. The government has decided that organizations with no employees will not have to comply with the standard.
- The Committee proposed that organizations be split into five groups based on their size. The government has decided that there will, in fact, be three classes of organizations:
    - Class 1 – Private sector organizations or non-profits with 1-19 employees. Required to comply in 2012.
    - Class 2 – Private sector organizations or non-profits with 20 or more employees. Required to comply and file compliance reports in 2012.
    - Class 3 – Public sector organizations with one employee or more, including provincial and municipal governments and certain agencies, the Legislative Assembly and its offices, municipalities, universities, colleges, hospitals, school boards and public transit organizations. Required to comply with the standard and file compliance reports in 2010.

d. **How will the accessible customer service standard improve accessibility for people with disabilities?**

The standard aims to help businesses and other organizations provide all of their clients and customers with the same level of quality customer service. Education and training are key components of the standard. Effective customer service for people with disabilities can often be achieved with some simple training for staff on how to serve people with different kinds of disabilities. Training also helps to address attitudinal barriers – one of the most common and complex barriers to address – affecting a broad range of disabilities.

e. **What are the costs to organizations to implement the standard?**

Costs to organizations will be minimal. Most organizations will be able to meet the training requirements of the standard as part of their regular staff training processes. The government intends to help by providing training materials to organizations at no cost.

f. **Once in effect, how will standards be enforced?**

Organizations must comply with the accessibility standards that apply to them. The government will provide information and support the development of tools to help organizations understand their responsibilities under the legislation and to comply with them. Organizations will be required to report on their compliance with the applicable accessibility standards. Organizations that do not comply with the AODA or its regulations may face a fine.

g. **What is the maximum penalty for non-compliance?**

For each person that is found guilty of an offence, a fine of up to $50,000 per day may be levied for each day that the offence continues to occur. For corporations, a fine of up to $100,000 per day may be levied for each day that the offence continues to occur.

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14. SOLS CEO LISTSERV

SOLS maintains a list of all the e-mail addresses for SOLS CEOs. It is this list that is used to distribute Signal. Several times through the month, you may also receive other messages from SOLS. This month, these messages were distributed through the SOLSCEO list:

- On July 3rd, Sue Walls sent out a message on behalf of Brock Township with a job posting for a new CEO. The competition closed on July 20th.
- On July 12th, Brenda Lewis sent information regarding an upcoming series of Webinars which will provide a basic overview on the eAudiobooks now part of the COOL shared NetLibrary ebook collection. More information on this new product and on the webinar is included in this issue of Signal.
- On July 12th, Barbara Franchetto sent out a message regarding the fall training workshops being offered by SOLS. Further information on this offer is included in this issue of Signal.
- On July 20th, Brenda Lewis sent information regarding the new CPA from Brodart. Further information on this offer is included in this issue of Signal.

If you did not receive these messages, and would like further information, please contact the SOLS HelpDesk at 1-800-387-5765, extension 4, or by e-mail to helpdesk@sols.org

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